



**1. When I attempt to use the Property Assessor Registration in MTA, it indicates that the "Email is not associated to an active assessor registration in MyDORGov". What do I do?**

The email address on file does not match the one you are using to register as an assessor. You must use the email address on file. Contact OTAS if you need to verify the email address on file. You may use the ACD-100 form, which is available on the DOR website, to update your email address if you wish. This will update your email for:

- a. DOR Contact Lists
- b. Assessor Certification
- c. SLF Cornerstone (e-Learning) account

**2. What if I am the assessor for a municipality and that municipality is not available when I go into PAD?**

You must go into your MyDORGov account (requires login to a separate system) and request access to the municipality. Be aware that you will not have access until the following day after it is approved by municipality.

**3. What if I forget my MTA password?**

If you are a current user and have forgotten your password, enter your username on the login page. Then select "Forgot password?" on next screen. You must enter your username and your profile email to reset a password.

**4. When searching for sales in PAD, can you see information for sales outside of your assigned municipalities?**

PAD sale searches can only be performed in your assigned municipalities. If you do not see a municipality for which you have access, visit MyDORGov to request access.

**5. What happens if PAD information is accidentally submitted for manufacturing parcels?**

You must "Re-submit" PAD information and identify the sale contained manufacturing parcels.

**6. How is the access for PAD municipalities determined? Status in MyDORGov? ASA or ASC status?**

Access is determined through the Assessor Contact Information form (ACD-100). The Assessment Staff Administrator (ASA) will provide PAD access to Assessment Staff Certified (ASC) employees.

**7. Has testing been done to transfer/upload PAD data from CAMA software (such as MarketDrive) instead of manually entering PAD data?**

You may need to contact your software vendor to ask about their status and guidance on how to implement electronic data transfers. The Office of Technology and Assessment Services (OTAS) have been working with several software companies to provide this functionality.

**8. If we serve as the Property Lister and the Assessor. Do we need to have two separate log ins for MTA? or will we have both functions added to one log in?**

For security reasons, privileges within MTA are controlled by your log in and you will need to maintain two separate log ins.

**9. How do we find property attribute data for statewide sales?**

PAD fields which show in the statewide sales search include the following: Arm's length usability, water influence, assessment, primary class